

City of Chattanooga, TN
Personnel Class Specification

Class code 0401

FLSA: Exempt

CLASSIFICATION TITLE: BUSINESS COORDINATOR, CIVIC FACILITIES

PURPOSE OF CLASSIFICATION

The purpose of this classification is to assist in managing the administrative operations of the city's civic facilities, to supervise ticket sales and reservations functions, and to perform duties of the manager in his/her absence.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Manages the ticket sales and event reservations functions by supervising, through a subordinate, the operations of the box office, telephone room and receptionist areas.

Directs the daily operations of the civic facilities in the absence of the manager.

Assists manager in preparing and executing settlement statements, box office statements, contracts; assists in closing out events and preparing collections reports.

Prepares invoices for facility users; prepares deposits for ticket sales, facility rentals and concessions.

Schedules events and contacts potential users regarding use of facilities.

Designs custom ticket stock, ticket master list, group sales forms, ticket header forms and others.

Enters and updates event information in computerized ticketing system; assembles and disseminates event information in box office and telephone room.

Approves ticket returns; reenters void tickets into inventory; reviews ledgers on credit card sales; reviews box office receipts and cash drawer reconciliations; orders box office change; balances complimentary, discount and group ticket sales to

master list; reviews or issues complimentary ticket sales; processes company ticket requests; performs other related duties in managing ticket sales operations.

Reviews and verifies financial data including ticketing, merchandise and concession sales totals.

Directs the use of the city's box office as a ticket outlet for other locations; distributes tickets to hard ticket outlet locations; opens and closes ticket outlets.

Assembles and provides information packets on civic facilities to potential users, promoters and company managers.

Confers with promoters and company managers regarding event arrangements; provides final information on final ticket wraps, series sales, marketing information for upcoming event.

Substitutes for supervisor scheduled to manage facilities during events; duties include scheduling ushers and security, coordinating opening and closing arrangements, resolving problems and complaints from the general public, and handling ticket refunds.

Interacts with the manager, other department and city staff, ushers, security, promoters, ticketing companies, vendors, company and stage managers, sponsors, patrons, customers, and the news media in performing assigned job functions.

Assists the manager with various administrative duties and projects including the recruitment and selection of Box Office personnel, preparation of the annual budget, handling customer service problems, coordinating facility arrangements, implementing policies and procedures to comply with laws, ordinances and policies.

Prepares box office payroll; administers purchasing activities; maintains personnel records and related reports and files; coordinates dissemination of information to other division staff on ticket sales and event attendance information.

Operates camera, VCR and TV, personal computer and standard office equipment in performing job functions.

Attends seminars and conferences to maintain knowledge of the laws, policies, and practices that are related to facilities management.

ADDITIONAL FUNCTIONS

Performs duties of Box Office Coordinator, cashiers and other subordinates as needed.

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Associate's degree with course work emphasis in business administration, accounting, or related field; supplemented by one (1) to two (2) years previous

experience and/or training involving supervision of ticket sales or facilities operations; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must possess and maintain a valid Tennessee driver's license.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in a supervisory capacity.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

Chattanooga, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.